

Duke, Daphne

236563

From: Tyler, Terrance M [Terrance.Tyler@chartercom.com]
Sent: Tuesday, May 01, 2012 1:02 PM
To: CLECreport
Cc: Tyler, Terrance M
Subject: Service Quality 1st Qt
Attachments: CF SC-CCO CLEC Service Quality Quarterly Rpt 1Q12.doc; CF SC-CCO CLEC Service Quality Quarterly Rpt 1st 2012 NP.docx

As required by R. 103-614,618,619 and 663 attached is the Non Proprietary and Confidential versions of the 1st quarter 2012 reports of Charter Fiberlink SC-CCO, LLC. If you have any questions regarding this report please contact me directly.

Thanks

Terry Tyler
314-543-2437
Regulatory

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PSC 8
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NON-PROPRIETARY

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

1st / 2012

Month:

Jan

Feb

Mar

Number of Customer Access Lines

Trouble Reports / Access Line (%)

_____%

_____%

_____%

Customer Out of Service Clearing Times (%)

_____%

_____%

_____%

New Installs Completed w/in 5 Days (%)

_____%

_____%

_____%

Commitments Fulfilled (%)

_____%

_____%

_____%

Comments / Explanations: _____

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555